



Concept Paper # 233

Name of document to be reviewed: AMANDA Licensing System – Iowa Workforce Development, Division of Labor Services - Elevator

(Please check one item listed in the following two sections)

Document for review and approval:

- ☐ Request for Proposal (RFP)
- ☐ Request for Service (RFS)
- ☐ Request for Quote (RFQ)
- ☐ Invitation to Qualify

- ☐ Sole Source Procurement
- ☐ Statement of Work
- ☐ Staff Augmentation
- ☐ Master Agreement Purchase

NOTE: Sole source procurements will also need authorization from DAS Procurement for this type of purchase. Please also contact DAS Procurement at this location:

<http://das.gse.iowa.gov/procurement/solesource%202010.pdf>

Document for review only:

☐ Master Agreement

☐ Request for Information (RFI)

Agency:

RFP Reference #:

Release Date:

This project is requesting IOWAccess funds: Yes ☒ No ☐

NOTE: IOWAccess concept papers are to be sent to Wes Hunsberger (Wes.Hunsberger@iowa.gov) for an internal DAS review.

Projected cost over \$50,000? Yes ☒ No ☐

Projected agency staff hours over 750? Yes ☒ No ☐

Project Cost, Funds and Funding Source:

Please list the internal and external resources/costs for the purchase: Total costs: \$436,547



Internal Resources/Costs: Resource - Elevator revolving fund 309 LREL - \$259,530 paid as of 11/30/2012

External Resources/Costs: IOWAccess revolving fund - \$143,217 to pay for the remaining IWD AMANDA milestones and \$33,800 to pay for the first year DAS-ITE 3 tier environment maintenance costs (includes \$16,700 for server hosting; \$7,500 one-time expense; \$9,600 for extended service)

Timelines: January 2011 to April 2013

Goal: Expansion of the AMANDA configurable off the shelf (COTS) licensing and permitting system being configured for the boards of dentistry, nursing and medicine to provide permits for IWD elevator inspections.

Following this initial configuration, IWD will be able to expand their elevator permitting capability to include amusement rides and 6-8 other permits, etc. without the need for vendor assistance.

As a result, more than 10,000 citizen transactions per year can be accomplished.

Background: In January of 2009, the IOWAccess Advisory Council recommended that the DAS Director approve a project, needing \$669,000 in funding, to provide a configurable off-the-shelf system to allow the Boards of Nursing, Dentistry and Medicine to license citizens in their applicable profession. The Council suggested that the system allow other agencies to utilize the system so that expansion to an Enterprise Licensing System could be readily provided. The Technology Governance Board approved the RFP and a Master Contract was awarded to CSDC Systems, Inc. for their AMANDA product. Shortly thereafter, a group of agency representatives convened to consider adoption of AMANDA as a replacement to their current licensing systems, which did not fully meet their needs.

As a result of an extensive scope analysis funded by IOWAccess, IBPL and PLB decided to proceed to a more defined statement of work and cost analysis. The third participant in the scope analysis, DPS electrical permitting and electrician licensing, decided to place a decision regarding transition to AMANDA on hold pending a crucial renewal period and limitation on resources. Concurrently, IWD sought a cost analysis from the vendor for a less complex elevator inspection permitting project that would provide for easy expansion to a number of other permitting needs. The IWD project did not require an SOW because of the basic nature of their needs.

IBPL, PLB and IWD collaboratively proceeded with a proposal by the vendor to jointly implement AMANDA within their agencies. DCP later joined the project after PLB withdrew. The vendor termed this collaborative engagement "Phased implementation". By collaborating on the project, the agencies were able to realize a savings of **47.32%**:

Turnkey configuration for each individual agency	\$2,247,400
Collaborative engagement	\$1,184,000
Savings	\$1,063,400

Expected Results:

What are the tangible and intangible benefits of this purchase for this agency and/or state government?

This enterprise-class licensing solution will enable IWD to provide cost-effective electronic transactions for citizens needing to acquire or renew elevator inspector licenses and conveyance permits and



schedule elevator inspections. Adoption of a configurable off the shelf solution provides standardized software that may be used by IWD resources to meet future needs, sharing of knowledge across agencies, and sharing of resources with resulting cost savings and efficiencies.

Can these benefits be quantified in financial terms? If yes, please explain.

Current online licensing and permitting systems do not provide for online issuance of new licenses or verification of current licenses, requiring paper-based operations to provide these services to citizens

IWD is currently paper-based, estimating more than 10,000 permits will be issued online or at the applicant's location, saving many hours of travel and permit receipt delays.

How will you be more effective as a result of this purchase?

IWD will be able to provide a unified portal for license and permit issuance to new and renewing applicants, with resulting decrease in paper-based record retention and timely issuance to citizens.

How will service to your customers be enhanced as a result of this purchase?

Speeding implementation of accurate, reliable electronic licensing will allow agencies to focus on customer service and resolving the issues of those exception cases, rather than dedicating resources to the conduct of normal transactions.

Testing and Acceptance: Testing and acceptance is provided for in the master agreement to which this an addendum.

Some of the Interested Parties:

CSDC AMANDA current and potential customers, including the Boards of Nursing, Dentistry and Medicine who will be able to recoup some of their initial investment through a cost sharing agreement with IWD, IBPL and DCP.

IWD Elevator Licensing, DPH Board of Professional Licensure, Commerce Professional Licensing Bureau, DPS Electrical Licensing and Permitting and IDALS certification authorities as potential adopters.

Some of the Recipients of this Service:

All of the agencies who adopt the AMANDA product.

Citizens of Iowa who utilize the online system to obtain or renew a license, permit or inspection.

Standards: The master agreement provides for compliance with enterprise security standards. This engagement is expansion of a currently approved application being implemented for the boards of Nursing, Dentistry and Medicine, which has already passed ISO security analysis.

Architecture: The vendor quote provides for consistency with DAS ITE protocol.

Business Continuity / Disaster Recovery: Provided within DAS-ITE as hosting provider.



Recommendations from the State CIO:

NOTE: Where applicable, all DAS GSE Procurement and IA Administrative Code 11-105 and 11-106 requirements and procedures are to be followed. Reference: <http://das.gse.iowa.gov/procurement/>, specifically: <http://das.gse.iowa.gov/procurement/adminrules/>.

Duplication recommendation from the State CIO to the DAS Director:

- a) Is there duplication within Government? *(Please identify duplication at the agency level, as well as within the enterprise)*
- b) Can an existing program be modified to address a new need?
- c) Do you have any similar program in existence?
- d) Have you sought IT procurements for similar programs in the past?
- e) Do you have purchasing documents for similar programs?
- f) Do you have similar purchasing documents that could be used as a starting point for this program?
- g) Is there anything you could provide that could assist the agency with this IT procurement?
- h) Are there alternatives available to the agencies?

Recommendation of the State CIO to the DAS Director:

Authorize this IT procurement Yes X No ____

Alternatives suggested by the State CIO
(see comments below) Yes ____ No X

Additional comments from the State CIO:

Necessary for agency and state – exceptional circumstance and does not apply to other Amanda installs. IOWAccess funding was available when discussed with DOM leadership and agency.

Amount of recommended funding: \$177,017

DAS Director's action:

Authorize this IT procurement Yes X No ____

DAS Director's signature and date:

The above IT procurement concept approved by Director Carroll on 12/26/12

Comments: **None.**